QA Audit W25

📅 **date of audit:** 26.06.2025

📗 **QA reviewed by:** Ulf Borg

☎️ **date of interaction:** 23.06.2025 Conversation URL

📁 **query / topic:**

Issue: The customer contacted Klarna regarding a payment issue for a recent purchase.

Outcome: The agent confirmed that the payment was made through a different method and not through Klarna. The conversation ended with the customer acknowledging the information provided.

⬆️ **Positive notes:**

Good asking questions to make sure that the customer was talking about the invoice you found.

1) **Compliance:**
Did the agent meet all compliance-critical requirements, including secure handling of customer information and logging the contact clearly to support insight and improvement? ✅

2) **Effective Communications**

Did the agent communicate effectively and professionally throughout the interaction, from the initial greeting to the closing message? ✅

3) **Understanding the Customer's Issue**

Did the agent accurately understand and address the customer's issue using all available resources and communication methods effectively? ✅

4) **Resolution and Next Steps**

Did the agent clearly and comprehensively communicate the resolution and next steps, including specific actions, timelines, and guidance for future issues? ✅

🛠️**Improvement Opportunities:**

ID:

When it comes to identification it would be good to begin with asking for the name and mention that you also need middle names. It can make the process smoother.

✅/❗ ***Audit passed or failed:***

100% Passed